

Dear Michigan Medicaid Provider:

To create more efficiency for providers and the Michigan Department of Community Health, a pilot program called **Documentation EZ Link** was launched in March, 2007. In light of its tremendous success in the 7 counties around metropolitan Detroit, MDCH is expanding this ambitious and innovative program statewide. As a provider enrolled in Michigan Medicaid you will now be able to submit claim attachments by fax or electronically through a no-cost, easy to use, secure web portal.

According to Margaret Tennant from the University of Michigan Hospitals and Health Centers, one of the most active providers who participated in the pilot period, the benefits are plenty:

“I’m sure EZLink has been highly beneficial to MDCH as well as to our billers here at U of M. [Here are examples of] the value it brings to our daily operations here at U of M:

- Time saving---we no longer have to print documentation from our system, print labels, attach these labels and prepare them to be mailed. Everything is streamlined so that most of the time, we do not even have to leave our desk in order to submit our documentation to MDCH.
- Cost saving---we no longer have to pay postage for our documentation---prior to EZLink, we used UPS so that our documents were received by MDCH in time to be matched to our electronic claims submission.
- Confirmation that our documentation has been received---EZLink provides us with an audit trail, letting us know that MDCH has received our documentation.
- Ability to communicate---with EZLink, we have the capability of communicating / messaging back and forth with MDCH concerning our claims and the documentation that we are submitting, minimizing delays in processing.
- Claims paid quicker---we have also seen a faster turnaround time in our claims getting paid.”

Your best source for information will be the provider section of the MDCH web site at www.michigan.gov/medicaidproviders. Once there, click on **Billing and Reimbursement** then **Documentation EZ Link**. This site will be updated frequently with details about the process, forms, information on training seminars, and other pertinent information.

Any change to such a well established process can be challenging. Our goal is to make this transition as smooth as possible through frequent communication and targeted education. We are confident that you will see the cost and time saving benefits afforded by using **Documentation EZ Link** as soon as you incorporate the new procedure into your daily operations. The Michigan Department of Community Health looks forward to working together with you on this exciting new system.

The new process will only be applicable to claims filed electronically. Those claims must show “**EZLINK**” as the first text in the remarks section.

If you are unable to use the secure, online method for submitting claim attachments, they can be submitted to the corresponding **Documentation EZ Link** fax number:

Professional Providers: **866-584-8081** Institutional Providers: **866-472-4799**